IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with <u>underlining</u> and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claims 4-13, 17, and 24-33; AMEND claims 1, 14 and 18; and ADD new claims 34 and 35 in accordance with the following:

1. (Currently Amended) A service execution method comprising:

receiving a service request from a user;

obtaining load information of a server device corresponding to the service request from a device for managing the load information of the server device; and

requesting another server device to process the service request <u>by sending electronic mail to the user,</u> if it is judged that a load on the server device included in the load information is higher than a predetermined value.

2. (Previously Presented) The service execution method according to claim 1, further comprising:

obtaining load information of the other server device from a device for managing the load information of the other server device; and

sending a process delay notification to the user if it is judged that a load on the other server device is higher than the predetermined value.

3. (Original) The service execution method according to claim 1, further comprising:

adding the service request with respect to which the process delay notification is sent, to an end of a queue for holding service requests with respect to which the process delay notification is sent; and

processing a service request at head of the queue by the server device if it is judged that the load information of the server device obtained from the device for managing the load information is lower than the predetermined value.

Claims 4-13 (Canceled).

14. (Currently Amended) A service execution method comprising:

making a service request to a service supplier by using a client device; and

acquiring load information of a server device corresponding to the service request from a device by ~~means of~~ which the service supplier manages the load information of the server device, and if it is judged that a load on the server device included in the load information is higher than a predetermined value, receiving by ~~means of~~ electronic mail at the client device a result of processing by another server device.

15. (Original) The service execution method according to claim 14, further comprising:

acquiring load information of the other server device from a device by means of which the service supplier manages the load information of the other server device, and if it is judged that a load on the other server device is higher than the predetermined value, receiving a process delay notification by means of the client device.

16. (Original) The service execution method according to claim 14, further comprising:

adding the service request with respect to which the process delay notification is sent, to an end of a queue for holding service requests with respect to which the process delay notification is sent, and if it is judged that the load information of the server device obtained from the device for managing the load information is lower than the predetermined value, receiving by means of the client device a result of processing of a service request at head of the queue by the server device.

17. (Canceled).

18. (Currently Amended) A service execution apparatus comprising:

means for receiving a service request from a user;

means for obtaining load information of a server device for processing the service request;

means for determining whether or not a load on the server device included in the load information is higher than a predetermined value; and

means for requesting another server device to process the service request by sending electronic mail to the user, if it is judged that the load on the server device is higher than the predetermined value.

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19. (Original) The service execution apparatus according to claim 18, further comprising:

means for obtaining load information of the other server device; and

means for determining whether or not a load on the other server device included in the load information of the other server device is higher than the predetermined value.

20. (Original) The service execution apparatus according to claim 19, further comprising:

means for sending a process delay notification to the user if it is judged that the loads on both the server device and the other server device are higher than the predetermined value.

21. (Original) The service execution apparatus according to claim 20, further comprising:

a queue for holding service requests with respect to which the process delay notification is sent, and

queue creating means for adding to the queue the service request with respect to which the process delay notification is sent.

22. (Original) The service execution apparatus according to claim 18, wherein the server device and the other server device include respective content storage devices for storing content corresponding to the service request from the user, said content storage devices including means for holding identical content synchronized with each other.

23. (Original) The service execution apparatus according to claim 22, wherein the content is synchronized by transmitting/receiving a difference in updated content.

Claims 24-33 (Canceled).

34. (New) A service execution apparatus connected via a computer network to user devices and at least one information provider, comprising:

an input-output management device receiving capacity requests from the user devices over the computer network;

a server device obtaining capacity information of the at least one information provider to process the capacity requests, processing the capacity requests and sending a result of the processing of the capacity requests by electronic mail to the user devices.

35. (New) A service execution apparatus as claimed in claim 34, wherein said server device automatically sends an electronic mail process wait notice to each affected user device upon determination that the at least one information provider has a capacity to process the capacity requests smaller than a preselected value.